

8-20-01

A

IBM Docket No. RSW920010129US1

In the United States Patent and Trademark Office Patent Application Transmittal

Transmitted herewith for filing is the Patent Application of:

Inventors(s): Suresh Ganesan and Jeffery D. Garratt

For: Web-Based Distributed Call Center Architecture

Assignee Name: International Business Machines Corporation

Assignee Residence: Armonk, New York

11000 U.S. PTO
09/932368
08/17/01

Enclosed are

39 pages of specification, including 16 claims, plus 6 sheets of formal drawings.

X An assignment to International Business Machines Corporation, Armonk, New York 10504.

A certified copy of a/an application.

X Declaration and Power of Attorney.

X PTO-1449 & references

X A return post card

Other:

Filing Fee Calculation (For Other Than Small Entity)

Basic Fee:						\$710.00
Claims Fees:	Filed	Limit	Extra		Rate per Extra	
Total claims:	16	20	0		\$18.00	\$0.00
Independent claims:	4	3	1		\$80.00	\$80.00
Multiple Dependent Claim Presented					\$270.00	\$0.00
Total						\$790.00

Please charge the Deposit Account identified below for the Total set forth above. The Commissioner is authorized to charge payment of any additional filing fees required under 37 CFR §1.16 and any patent application processing fees under 37 CFR §1.17 or to credit any overpayment to the identified account. A duplicate copy of this sheet is enclosed.

Express Mail Certificate

Mail Label Number: ET402936135US

Date: August 17, 2001

I hereby certify that I am depositing the papers identified above with the U.S. Postal Service "Express Mail Post Office to Address" service on the above date, addressed to the Assistant Commissioner for Patents, Washington, DC 20231.

Dianne Lane

Dianne Lane

BY:

Edward H. Duffield

Edward H. Duffield

Attorney of Record Reg. No. 25,970

Date: August 17, 2001

Customer Number: 25259

Deposit Account Number: 09/0461

Telephone: 919-254-1301

Facsimile: 919-254-4330